

Release Notes

Polycom[®] RealPresence[®] Group 550 System, Version 4.0.1.1

Polycom is pleased to announce the first release of the Polycom[®] RealPresence[®] Group 550 system.

The Polycom RealPresence Group 550 system is a cutting-edge visual collaboration tool that provides high-quality video and sound. The system uses the most up-to-date video communications technology to deliver the most natural video-conferencing experience.

This document provides the latest information about version 4.0.1.1 of the Polycom RealPresence Group 550 system. For more information about setting up and using the RealPresence Group 550 system, refer to the documents on the product pages at support.polycom.com.

Overview

For a new level of clarity and realism, the RealPresence Group 550 system supports up to 1080p with 60 frames per second for people or content. You can pair the system with the Polycom EagleEye Director or the Polycom Touch Control to turn it into an even more powerful room-based video system.

The RealPresence Group 550 system ships with an EagleEye III camera, a RealPresence Group Microphone Array, and a RealPresence Group Remote Control.



You can configure most administrator settings in the system's web interface. Users can access calling functions by using the remote control and user-friendly onscreen menus.

Feature Overview

The RealPresence Group 550 system provides the following features:

- Polycom SmartPairing™ technology to enable call control from an Apple iPad device running Polycom RealPresence Mobile version 2.0 and later
- Diagnostic tests for testing system monitors, and audio and video hardware
- API support for a broadcast beacon to an AMX NetLinx central controller
- Enhanced local user interface and web user interface for better user experience
- Support for 1080p 60 people video output and 1080p 60 content output; however, not at the same time
- Support for three monitors to display remote people video, local people video, and content video output
- Serial Digital Interface (SDI) I/O interfaces for extended cabling distance
- Dual-camera support using the HDCI and SDI interfaces for 1080 p60 people video input
- RealPresence Group Remote Control for easy local user interface navigation
- Support for 6 Mbps call rate
- Ability to host six-party multipoint calls
- Two Polycom microphones cascading

Polycom SmartPairing™ Technology

SmartPairing in automatic mode enables you to detect and pair a RealPresence Group system from the RealPresence Mobile application, version 2.1 and later, running on an Apple iPad device. After you pair the RealPresence Mobile application and the RealPresence Group system, you can use the RealPresence Mobile application to perform two basic functions:

- Use the iPad as a remote control for the RealPresence Group system.
- Swipe the iPad to transfer a call from the RealPresence Mobile application to the RealPresence Group system.

Use Telnet on a computer connected to the LAN to enable SmartPairing on the RealPresence Group system. Send the API commands to the Polycom RealPresence Group system through telnet port 24.

To enable SmartPairing:

- 1 On the computer, start a Telnet session using the Polycom RealPresence Group system IP address and port number, for example, telnet 10.11.12.13 24.
- 2 Enter the following to determine the current status of SmartPairing:

```
systemsetting get uspairingenabled
```
- 3 If SmartPairing is disabled or is in Manual mode, enter the following to enable SmartPairing in automatic mode:

```
systemsetting uspairingenabled Auto
```

Automatic SmartPairing is enabled.

The following table lists the parameters available for use with the `uspairingenabled` command.

Parameter	Description
Disabled	Disables SmartPairing in automatic mode. You can still enter the IP address and admin password in the RealPresence Mobile application to pair with the system.
Manual	Enables SmartPairing in manual mode. You must enter the admin password in the RealPresence Mobile application to pair with the system.
Auto	Enables a RealPresence Mobile application to automatically detect and pair with the system when in range. The application automatically unpairs when out of range.
get	Returns the current SmartPairing setting.

When the RealPresence Group system is asleep, it must continue to send a signal to the connected monitor in order for the automatic SmartPairing feature to work. By default, the RealPresence Group system does not send a signal when it goes to sleep.

To ensure automatic SmartPairing will work even when the RealPresence Group system is asleep, configure the system to send a black signal to the monitor when it goes to sleep. This setting is accessible in the Web interface under **Admin Settings > Audio/Video > Sleep > Display**.

SmartPairing in automatic mode is supported on iPad with RealPresence Mobile application software version 2.1 or later. For more information on SmartPairing, refer to the Polycom RealPresence Mobile documentation at support.polycom.com.

Diagnostic Features

The following diagnostic tests are available from the local interface:

- Use the Color Bars test to verify that system monitors are adjusted correctly.
- Use the Near End Loop test to check the functionality of internal video and audio hardware, as well as external microphones, speakers, cameras, and monitors.

Broadcast Beacon to AMX NetLinx

The API command `amxdd` enables or disables a broadcast beacon to an AMX NetLinx central controller.

The beacon is part of the AMX Device Discovery protocol that defines the connection methods and data interactions required to dynamically join a Polycom RealPresence Group system to an AMX NetLinx central controller using serial or IP connectivity.

For more information on this feature, refer to the *Integrator's Reference Manual for the Polycom RealPresence Group Series* at support.polycom.com.

Software Version History

Polycom RealPresence Group System Software

Software Version	Release Date	Description
4.0.1.1	December 2012	Initial release.

Polycom Touch Control Software

Software Version	Description
4.0.1 Panel software 4.0.1 Operating System	Bug fix release. This version is compatible with Polycom Group System software version 4.0.1.

Installing the Software

Procedures for installing Polycom RealPresence Group System software are different depending on whether the system is covered by warranty or a service plan. For more information about installing software updates, refer to *Installing Software and Options for the Polycom RealPresence Group Series and Accessories* at support.polycom.com.

Hardware and Software Compatibility

The RealPresence Group system web interface requires Windows® Internet Explorer 9 on Windows 7, or Apple® Safari® on Mac OS® X (Lion).

RealPresence Group systems support the following components:

- EagleEye Director with software version 2.1
- Polycom Touch Control with software version 4.0.1
- EagleEye II, EagleEye III, EagleEye 1080, EagleEye View, and EagleEye HD cameras
- RealPresence Group Microphone Array
- Polycom HDX table microphones and ceiling microphones
- Polycom Stereo Speaker Kit
- Polycom SoundStation IP 7000 phone software version 4.0.3F and BootRom version 5.0.1

Setting Up Monitors

Depending on the monitors you are using with the RealPresence Group system, you may want to change some default settings. Before setting up your system, review the following information to determine what changes may be necessary.

Displaying All Pixels

Before attaching your Polycom RealPresence Group system to a TV monitor, ensure the monitor is configured to display all available pixels. This setting, also known as **fit to screen** or **dot by dot**, enables the entire HD image to be displayed. The specific name of the monitor setting varies by manufacturer.

Ensuring Monitor Availability

By default, the RealPresence Group system sends no signal when it goes to sleep. This can result in some monitors turning off or entering standby mode. If your monitor does not wake up when the RealPresence Group system wakes up and reestablishes the signal, you have several options:

- Reboot the system.
- Turn the monitor off and on again before using the system.
- Configure the monitor not to turn off or enter standby mode when it is not receiving a signal.
- Set up the RealPresence Group system to display black video, instead of not sending a signal, when it goes to sleep.

Connecting Monitors



Be sure to power off the system before you connect monitors.

The RealPresence Group 550 system supports the use of one, two, or three monitors.

Monitor settings

Setting	Description
Enable	Specifies the monitor's setting: <ul style="list-style-type: none">• Auto – This is the default setting. Specifies that the Video Format and Resolution settings are automatically detected and disabled.• Manual – Enables you to select the Video Format and Resolution settings. Resolution settings are filtered based on the Video Format you select.
Video Format	Specifies the monitor's format. The available options may vary with your monitor type: <ul style="list-style-type: none">• HDMI• DVI• Component• VGA• SDI
Resolution	Specifies the monitor resolution.



When you use the SDI port for video output 1, the video output is not available during factory reset because the monitor resolution is set to 640 x 480 by default.

Connecting a single monitor

If you use one monitor only, connect it to either of the video output 1 ports (SDI or HDMI) according to your monitor type.

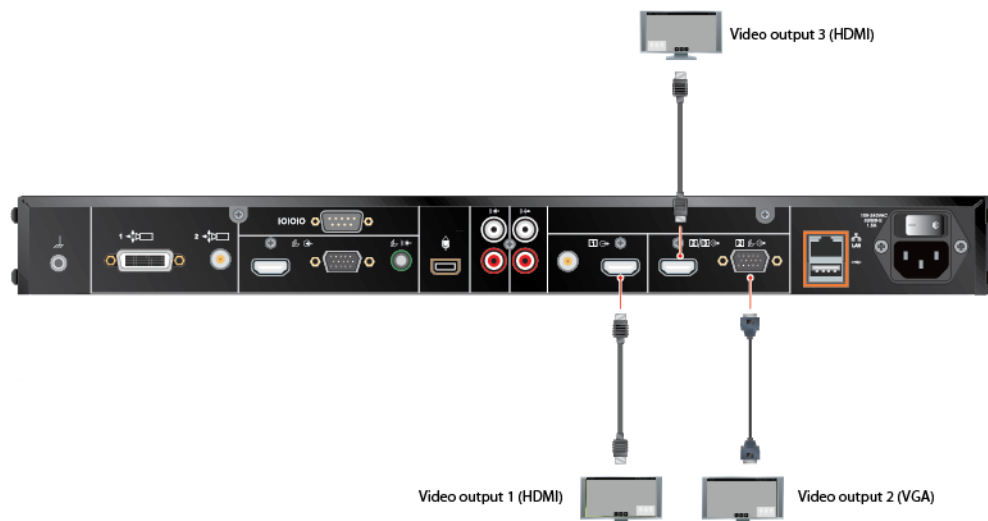
Connecting two monitors

If you use two monitors only, connect one to the video output 1 (SDI or HDMI) port and one to the video output 2 (HDMI or VGA) port accordingly.

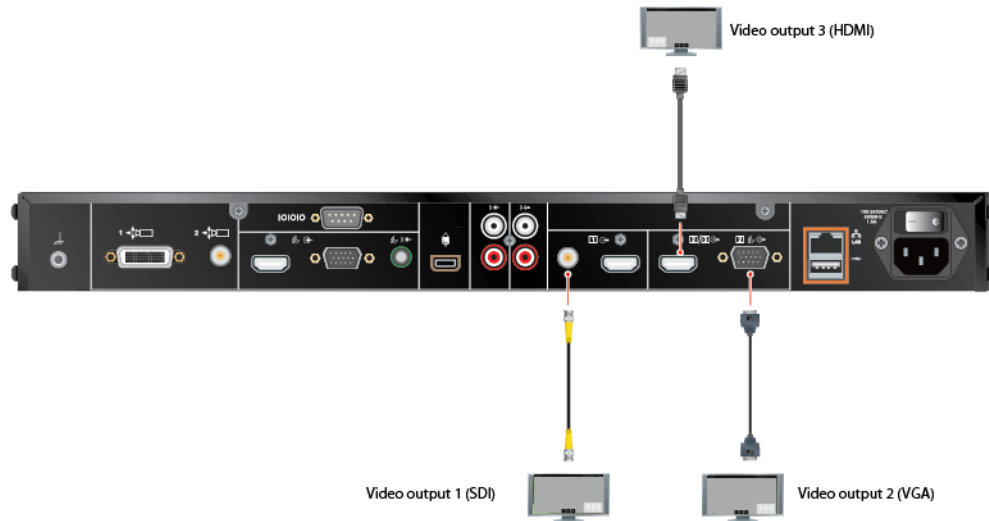
Connecting three monitors

To connect three monitors to the system, use one of the following methods:

- Connect one monitor to the VGA port and the other two monitors to HDMI ports.



- Connect each monitor to a different port as follows:
 - one monitor to the VGA port
 - one monitor to an HDMI port
 - one monitor to the SDI port



To configure the system for use with three monitors:

- 1 Go to **Admin Settings > Video / Audio > Monitors**.
- 2 For **Monitor 2**, set **Enable** to **Manual**.
- 3 For **Monitor 2**, set **Video Format** to **VGA**.
Settings for **Monitor 3** are now displayed.
- 4 For **Monitor 3**, set **Enable** to **Auto**.

Video Output in Meetings

The following table shows the monitor display in all scenarios.

Mode	Video Output	Call, with Content	Call, No Content	No Call, with Content	No Call, No Content
Three-monitor mode	Video output 1 (SDI or HDMI 1)	Remote people	Remote people	Preset background image	Preset background image
	Video output 2 (VGA)	Content	Local people	Content	Local people
	Video output 3 (HDMI 2)	Local people	Local people	Local people	Local people

Interoperability

For more information about using Polycom RealPresence Group systems as part of a Polycom–partner product solution, refer to the Polycom–partner product deployment guides available at support.polycom.com.

Video conferencing systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system may transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products may make different selections. This process should not affect the quality of the call.

Products Tested in This Release

Polycom RealPresence Group systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

Polycom strives to support any system that is standards-compliant and investigates reports of Polycom systems that are not interoperable with other vendor systems.

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates. Go to PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.

Product	Interoperable Versions	Tested Versions
Management Systems and Recorders		
Polycom Converged Management Application™ (CMA®) 5000	6.2.1	6.2.1
Polycom Distributed Media Application™ (DMA®) 7000	5.1	5.1
Polycom RealPresence Resource Manager	7.1	7.1
Polycom RSS™ 4000	8.0, 8.5	8.0, 8.5
Gatekeepers, Gateways, External MCUs, Bridges, Call Managers		
Polycom MGC™	9.0.3, 9.0.4	9.0.3, 9.0.4
Polycom PathNavigator	7.0.14	7.0.14
Polycom RealPresence Collaboration Server 500, Rev A	2.4.2, 2.5.1	2.4.2, 2.5.1
Polycom RealPresence Collaboration Server 1000, Rev A and Rev C	2.4.2, 2.5.1	2.4.2, 2.5.1
Polycom RealPresence Collaboration Server 2000/4000 (MPMx, MPM+)	7.6.1c, 7.7, 7.8	7.6.1c, 7.7, 7.8
Endpoints		
Polycom CMA® Desktop	5.2.3	5.2.3
Polycom HDX® 9006 Rev C Polycom HDX 8006/7006/7000/6000/4500	3.0.5, 3.1.0	3.0.5, 3.1.0
Polycom QDX® 6000/K80	4.0.3	4.0.3
Polycom RealPresence Mobile	2.0, 2.1	2.0, 2.1
Polycom RealPresence Desktop	2.0	2.0
Polycom Telepresence m100	1.0.4	1.0.4
Polycom RealPresence Group Series 500	4.0.0	4.0.0
Polycom VSX 8000/6000	9.0.6.2	9.0.6.2
Polycom VVX® 1500	4.0.3	4.0.3
TANDBERG C20	TC3.1.1	TC3.1.1
Firewall Traversal & Border Controllers		
ACME Packet Net-Net SBC	2.0	2.0
Polycom Video Border Proxy (VP) 5300 E-Series/ST-Series	11.2.26	11.2.26

Known Issues

The following table lists the known issues for version 4.0.1.1. If a workaround is available, it is noted in the table.



This document does not include known issues for RealPresence Group systems deployed in Avaya, Broadsoft, Microsoft, IBM, Siemens, and Cisco environments. For information about the known issues in those environments, refer to the Polycom deployment guides for those solutions.

Category	Issue ID	Descriptions	Workaround
Audio	VIDEO-107411	After a long press on the remote Volume control to reduce the level to 0 (zero), you can still hear audio from the microphone and line-in inputs.	Increase the volume level, and then reduce the volume level to 0 again.
Audio	VIDEO-107128	Sometimes after completing the setup wizard, the Polycom Microphone array is not detected.	Disconnect and reconnect the microphone array cable to the system, and then go to the Audio Diagnostic page to confirm that the issue was resolved.
Calling	VIDEO-104985	Placing a CCCP call from the Recent Calls screen does not work.	Dial the call manually.
Calling	VIDEO-107097	If you attempt to dial a number that includes an invalid character, and then press Hang Up to stop the call, the system continues trying to connect the call.	Change the DNS.
Cameras	VIDEO-107048	When connecting an EagleEye Director running software version 1.0 with a RealPresence Group system, selecting a PAL country for the Country setting in the setup wizard may result in the system not detecting and updating the camera.	Disconnect and reconnect the camera.

Category	Issue ID	Descriptions	Workaround
Cameras	VIDEO-106849	When performing an EagleEye Director calibration, touching Start Camera Tracking or Stop Camera Tracking on the Cameras screen of the Polycom Touch Control interrupts the calibration process and shows the room view. To stop displaying the room view and calibrate the camera, cancel and restart the calibration from the web interface.	
Cameras	VIDEO-106618	When changing the Country setting from a PAL to NTSC country, or vice versa, on a RealPresence Group system that is attached to an EagleEye 1080 camera, the system must be rebooted before the change takes effect on the camera.	
Cameras	VIDEO-104973	The EagleEye Director pan, tilt, zoom (PTZ) value may reset to the default value after the RealPresence Group system is restarted.	Enable tracking on the EagleEye Director camera before restarting the system.
Cameras	VIDEO-104971	Although the option appears in the local and web interfaces, calibration cannot be completed when tracking is disabled on the EagleEye Director camera.	Do not attempt to calibrate the camera when tracking is disabled.
Cameras	VIDEO-107116	To detect cameras connected by SDI on the RealPresence Group 550 system, connect the Visca cable before connecting the video cable.	Do the following for the specified cameras: <ul style="list-style-type: none"> For the Minrry SDI camera, disconnect and reconnect the SDI cable. The system returns to normal and the CPU is downgraded. For the Sony EVI HD1 camera, disconnect and reconnect the power supply.
Cameras	VIDEO-106702	When using an EagleEye Director camera preset with a RealPresence Group system, if you move the camera too quickly over a large area, the stored PTZ information does not match the place where the camera actually stopped.	When the camera is close to the target, move the camera slowly.

Category	Issue ID	Descriptions	Workaround
Cameras	VIDEO-106701 VIDEO-104970	Sometimes when a RealPresence Group system is in a call, the Mute button cannot be used to enable or disable EagleEye Director tracking.	Try the call again. Alternately, in the local interface, enable or disable camera tracking from Menu > Cameras .
Cameras	VIDEO-107077	When connecting a camera to the RealPresence Group system when the system is powered up, it may take up to 30 seconds before the user can pan, tilt, or zoom the camera after the camera is connected to the system.	Connect the camera before the system is turned on.
Content	VIDEO-104595	The RealPresence Group 550 system does not support HDMI content sent from a Blu-ray Disc player.	
Content	VIDEO-105097	RealPresence Collaboration Server 2000, version 7.8, cannot receive content sent at 1080p 30 with 4096K call speed. This is due to the capability of the RealPresence Collaboration Server 2000 system, which can receive maximum content of 1080p15.	
Content	VIDEO-107090	Sometimes the RealPresence Group system will not finish booting up when a Lenovo T400 or W520 laptop is connected to the VGA input.	Connect the Lenovo T400 or W520 as a VGA content source after the system has booted up.
Content	VIDEO-106891	The RealPresence Group system displays a blue screen when VGA content is sent from a Lenovo ThinkPad T420 laptop.	Use a different VGA content source.
Content	VIDEO-105623	If the RealPresence Group system is configured for HDMI content and VGA content (with 3.5mm audio connected), audio distortion can sometimes be detected when switching between HDMI content and VGA content, and vice versa.	Connect either HDMI content or VGA content, but not both.
Content	VIDEO-103658	If a RealPresence Group system has content sources connected to both the HDMI and VGA content inputs, only the HDMI content is sent.	Disconnect the HDMI content input, and then send the VGA content.

Category	Issue ID	Descriptions	Workaround
Content	VIDEO-106861	When VGA and HDMI content cables are connected to your RealPresence Group 550 system at the same time and you are showing HDMI content, if you unplug the HDMI cable to switch to VGA content, the system displays a blue screen instead of the desired content.	Connect only one kind of content cable (VGA or HDMI) to the system at a time.
Content	VIDEO-106892	Sometimes the RealPresence Group system will not detect VGA content from a Lenovo® ThinkPad® T400 or W520 laptop.	Disconnect and reconnect the VGA cable.
Content	VIDEO-106872	When a RealPresence Group system has the content camera configured for motion, is in an H.323 call using an RMX 1000, and sends content using Polycom People+Content™ IP, the content quality appears blurred.	Configure the content camera for sharpness.
Content	VIDEO-105387	When connecting a VGA content source, such as a laptop, to a RealPresence Group 500 system, the RealPresence Group system is sometimes unable to synchronize with signals from the device.	<p>Use Polycom People+Content™ IP to send content.</p> <p>If you do not have access to People+Content IP, try the following:</p> <ul style="list-style-type: none"> • Set the content source to a different resolution. • Verify that the graphics card on the content source has up-to-date drivers. • Try the different display modes available from the content source operating system. The display modes have a variety of names, such as Mirror, Duplicate, Extend, or Projector Only.

Category	Issue ID	Descriptions	Workaround
Content	VIDEO-104043	When a RealPresence Group system is in a multipoint call with other RealPresence Group systems and all systems are registered using SIP to an Avaya 6.2 system, the RealPresence Group system fails when attempting to send content.	
Content	VIDEO-101349	When sending content using an Apple MacBook computer connected by a VGA adapter not made by Apple, the RealPresence Group system is unable to send 1080p content.	Send content by using one of the following resolutions: <ul style="list-style-type: none"> • 1280x1024 • 1024x768 • 800x600 Alternately, use an Apple VGA adapter.
Content	VIDEO-107078	Due to timing issues, with some peripherals the RealPresence Group system may sometimes not detect the HDMI content source when the RealPresence Group system is turned on.	Disconnect and reconnect the HDMI content source cable.
Content	VIDEO-107126	Sometimes when you disconnect and reconnect the HDMI or VGA content (and 3.5mm audio) cable, the RealPresence Group system does not display content but audio is heard.	Wait 5 seconds between disconnecting and reconnecting the content cable.
Directory	VIDEO-105467	When you perform a directory search using a Polycom Touch Control that is paired with a RealPresence Group system, some search results may not display.	Narrow the search criteria.
Documentation	VIDEO-106648	The following parameters for the telnet API command <code>configdisplay</code> are not supported: 60hz640x480p 60hz1920x1200p	
Documentation	VIDEO-106647	The API command <code>configpresentation</code> is not supported.	

Category	Issue ID	Descriptions	Workaround
Documentation	VIDEO-105004	<p>The <i>Administrator's Guide for the Polycom RealPresence Group Series</i> is incorrect.</p> <p>On page 59 of Chapter 4, Microphones and Speakers, the following lists include incorrect information:</p> <ul style="list-style-type: none"> Connecting Devices to the Polycom RealPresence Group 300 and RealPresence Group 500 Microphone Inputs Connecting Devices to the Polycom RealPresence Group 700 Microphone Input <p>The lists include this final item:</p> <ul style="list-style-type: none"> Polycom EagleEye View or EagleEye Director with microphones enabled <p>EagleEye Director should not be included.</p>	<p>The correct information follows:</p> <ul style="list-style-type: none"> Polycom EagleEye View or EagleEye Acoustic with microphones enabled
Interoperability: Polycom SoundStation IP 7000	VIDEO-104515	When a SoundStation IP 7000 phone is connected to a RealPresence Group system endpoint, the SoundStation IP 7000 phone cannot place a Voice over IP (VoIP) call.	Place the call from the RealPresence Group system endpoint.
Interoperability: Polycom Touch Control	VIDEO-106943	The RealPresence Group system does not wake up when paired with a Polycom Touch Control that is sending USB content.	Wake up the RealPresence Group system before sending USB content from the Polycom Touch Control.
Interoperability: Polycom Touch Control	VIDEO-106548	<p>When you attempt to pair a Polycom Touch Control running software version 4.0.0 with a RealPresence Group system running software version 4.0.1, the pairing fails because the versions are not compatible.</p> <p>The error message incorrectly states that the Polycom Touch Control should be running software version 4.0.0, instead of stating that software version 4.0.1 is required.</p>	Ensure Polycom Touch Control software version 4.0.1 software is installed before trying to pair it with a RealPresence Group system running software version 4.0.1.

Category	Issue ID	Descriptions	Workaround
Interoperability: Polycom Touch Control	VIDEO-105465	When a Polycom Touch Control is paired with a RealPresence Group system that is acting as an attendee in a CCCP call, the RealPresence Group system cannot be unmuted using the Polycom Touch Control when the conference presenter mutes and then unmutes the system. The RealPresence Group system attendee must mute and unmute the system using the microphone array. To resolve this issue, the RealPresence Group system must be rebooted.	
Interoperability: Radvision	VIDEO-103657	When in a mixed H.323/SIP call with a Radvision Scopia XT1000 system, the RealPresence Group system that connected as an H.323 endpoint does not transmit video.	Instead of using the mixed protocol, place the call using either H.323 or SIP.
Interoperability: Sony	VIDEO-103656	When in a point-to-point SIP call with a Sony PCS-XG80 system, a RealPresence Group system cannot send content.	Instead of using the SIP protocol, use H.323.
Interoperability: TANDBERG	VIDEO-101003	Content does not work when a RealPresence Group system is in a SIP call with a TANDBERG MXP system.	Instead of using the SIP protocol, use H.323.
Monitors	VIDEO-106862	With three monitors and two cameras connected to your RealPresence Group 550 system and the Hang-up Button Long Press setting configured to put the system to sleep, when you hold the Hang-up button to put the system to sleep, Monitor 3 remains active. When you press any button on the remote control to wake up the system, Monitors 1 and 2 cannot receive an active signal.	
Monitors	VIDEO-106869	Sometimes when the RealPresence Group 550 system wakes up or is rebooted, the second monitor does not show a full-screen background.	Restart the monitor or reboot the system.
Monitors	VIDEO-107067	When Monitor 1 is connected by HDMI, and in the TV interface you invoke the onscreen keyboard and press the Shift key, Monitor 1 blinks a black screen.	

Category	Issue ID	Descriptions	Workaround
Monitors	VIDEO-104905	When the Dual Display software option key is installed on the RealPresence Group 300 system and Monitor 2 is configured for Manual rather than Auto, only the 1080p resolution displays.	Refresh the web page and navigate back to the Monitor 2 page.
Multipoint	VIDEO-105032	When the RealPresence Group system is the MCU in a multipoint call, the system can receive content when an endpoint sends it. However, the Call Statistics page on both the web and local interfaces does not indicate that the endpoint is sending content.	
Multipoint	VIDEO-104986	When a RealPresence Group system is the MCU in a 4-way call and another endpoint sends content, the MCU does not display Content Call statistics for the endpoint sending content.	
Multipoint	VIDEO-101642	The RealPresence Group systems do not support Conference on Demand.	
Multipoint	VIDEO-104645	When a RealPresence Group system is the MCU in a multipoint call with a meeting password longer than 32 characters, endpoints cannot join the call.	Create a meeting password no longer than 32 characters.
People+Content	VIDEO-106872	When a RealPresence Group system has the content camera configured for motion, is in an H.323 call using an RMX 1000, and sends content using Polycom People+Content™ IP, the content quality appears blurry.	Configure the content camera for sharpness.
People+Content	VIDEO-99547	The RealPresence Group systems do not support Enterprise People+Content.	Use H.239 standards-based People+Content.

Category	Issue ID	Descriptions	Workaround
Setup Wizard	VIDEO-105624	After the RealPresence Group system has completed the setup wizard, the system automatically plays audio when in a call if an audio source is connected to the 3.5mm audio jack.	In the web interface: <ol style="list-style-type: none"> 1 Go to Admin Settings > Audio/Video > Audio. 2 Enable the User 3.5mm Input for Microphone setting, and click Save. 3 Disable the User 3.5mm Input for Microphone setting, and click Save.
Setup Wizard	VIDEO-107076	Sometimes when a system is going through the setup wizard, you do not hear "Hello" in the language selected on the Language screen as expected. The system is still fully functional, and audio can be heard when placing or receiving calls.	
SIP	VIDEO-105059	When the RealPresence Group system is configured to automatically answer point-to-point calls and not to send a signal if it goes to sleep, the system shows the content incorrectly when it answers a SIP call while asleep. Back to Call displays in the main window and the far-end video displays in the PIP window. Selecting Back to Call makes the far-end video appear in full screen.	Configure the sleep setting on the monitor to Black instead of No Video . Alternately, disable the auto-answer point-to-point option on the RealPresence Group system.
TV Interface	VIDEO-106923	After you disconnect Camera 2 from the RealPresence Group 550 system, the TV interface Menu > Cameras > Select Camera menu still displays the Camera input 2 icon.	
TV Interface	VIDEO-102925	The user layout setting is not saved after you reboot the system or perform a software update.	

Category	Issue ID	Descriptions	Workaround
User Interface	VIDEO-105024	If the RealPresence Group system has Fixed Ports and NAT configured, the Home screen on the local interface displays the internal IP address instead of the public IP address.	In the web interface under Admin Settings > Menu Settings , edit the display options not to show the IP address on the Home screen of the local interface.
User Interface	VIDEO-103377	When you enable the Automatically Adjust People/Content Bandwidth setting, the bandwidth for People and Content is equally allocated.	If either people video or content is preferred, clear the Automatically Adjust People/Content Bandwidth setting. Then, select the Quality Preference for either People or Content .
Web Interface	VIDEO-105552	You can change a Remote Access Password from the web interface, but you cannot delete it.	Delete the password in the local interface.
Web Interface	VIDEO-104644	When you delete an entry from a group in the web interface, the page does not display the change.	Refresh the web page to view the change.
Web Interface	VIDEO-103831	When you enter invalid credentials while setting up 802.1x authentication using the setup wizard, the RealPresence Group system shows there is no IP address but it does not display an error message.	Verify that the credentials you enter are correct.
Web Interface	VIDEO-101345	If a system is registered to a gatekeeper that is configured with an alternate gatekeeper, the system uses the alternate gatekeeper. However, the alternate gatekeeper information is not displayed on the web interface.	
Web Interface	VIDEO-103655	When you place a call from the web interface with a SoundStation IP 7000 phone connected and configured for SIP, the RealPresence Group system does not display the option to place a SIP conference call using the SoundStation IP 7000 phone.	Place a call directly from the SoundStation IP 7000 phone. Alternately, place a SIP or H.323 call from the RealPresence Group system.

Category	Issue ID	Descriptions	Workaround
Web Interface	VIDEO-105058	After a RealPresence Group system has been registered to a SIP server and a Microsoft server and then unregistered from the SIP server, the Directory Server page in the web interface shows that the system is still registered to the SIP server. This occurs even if the SIP settings are deleted.	
Web Interface	VIDEO-101351	Setting the computer display resolution to less than recommended and the browser display to 100% results in the web interface only displaying a portion of each Network screen.	Set the computer display to the recommended setting or higher. If you require a lower than recommended computer display setting, adjust the browser display setting to 75% in order to show the entire web interface.
Web Interface	VIDEO-106924	When you enter invalid information in any Admin Settings > General Settings > System Settings field, the RealPresence Group 550 system does not display a correct error message.	
Web Interface	VIDEO-106863 VIDEO-106867	In the Video Inputs administrative settings, a confusing configuration is displayed when you select Enable .	

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize, and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft® Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Microsoft Lync™ Server integrations.

For additional information and details please refer to professional_services/index.html or contact your local Polycom representative.

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